

**FRESNO, CALIFORNIA
CLASS SPECIFICATION**

ADMINISTRATIVE SUPPORT SPECIALIST

FLSA STATUS:

Exempt or Non-Exempt status depending upon assignment

CLASS SUMMARY:

The Administrative Support Specialist is the third level in a five level Administrative Support series. Incumbents are responsible for providing administrative and secretarial support to a division head, including complex data entry, preparing reports for management review, assisting with budget preparation; conducting research and data analysis, training and advising staff on division policies and procedures, managing division calendars and schedules, and performing other related activities requiring initiative and independent judgment.

The Administrative Support Specialist is distinguished from the Senior Administrative Support Technician by its responsibility for performing journey level administrative support activities for a Division head. The Administrative Support Specialist is distinguished from the Executive Assistant, which is responsible for performing administrative and secretarial support to a Department Director .

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

**FRE-
QUENCY**

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| 1. | Provides advanced administrative support to a Division head, which includes: preparing and proofing reports, forms, and correspondence; updating internal manuals; monitoring the accuracy and implementation of applicable updates to division materials; making travel arrangements; maintaining calendars; overseeing and maintaining office filing system; assisting with budget preparation; prescreening mail; answering and monitoring phones; taking and transmitting messages; and/or, performing other related duties. | Daily
20% |
| 2. | Initiates and maintains a variety of files and records which may include routine business documents and sensitive and/or confidential documents. | Daily
15% |
| 3. | Prepares, processes, receives, sorts, and distributes a variety of reports, lists, correspondence, packets, payments, billings, payroll information, permits, receipts, purchase orders, requisitions, invoices, check requests, department materials, deliveries, and/or other related information. | Daily
10% |
| 4. | Creates a variety of business documents, which may include: memorandums, applications, brochures, letters, agreements, contracts, flyers, newsletters, and/or other related items. | Daily
10% |

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<u>TYPICAL CLASS ESSENTIAL DUTIES:</u> (These duties are a representative sample; position assignments may vary.)		<u>FRE- QUENCY</u>
5.	Responds to routine and sensitive requests for information and assistance; provides information regarding applicable Federal, State and Local laws, rules, policies, and regulations; researches and resolves concerns and complaints from internal and external customers; refers inquiries as appropriate.	Daily 10%
6.	Participates in routine, Committee, Commission, City Council, and/or Board meeting support activities, which includes: scheduling meeting rooms; preparing agendas, minutes, and legally-required postings; taking and disseminating meeting minutes; preparing Board orders; creating and maintaining historical meeting records; and/or, performing other related activities.	Weekly 5%
7.	Maintains appropriate inventory levels within assigned area of responsibility; requisitions supplies to ensure availability in support of efficient division operations.	Monthly 5%
8.	May participate in monitoring division budget and processing and maintaining related documents and records.	Monthly 5%
9.	Performs a variety of basic research related to assigned area of responsibility; compiles findings and makes recommendations based on findings, procedural changes impacting the processing and/or workflow of clerical-related activities.	Monthly 5%
10.	Monitor, order and restock office supplies and materials.	Monthly 5%
11.	May serve as a lead worker to other employees, which includes: prioritizing and assigning work; determining completion of work; and, training staff on work methods.	Varies 0 – 10%
12.	Performs other duties of a similar nature or level.	As Required

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POSITION SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:

Positions assigned to Personnel may be responsible for:

- Researching, compiling, and analyzing data for negotiations, special projects, and various reports;
- Creating and maintaining Civil Service Board and discrimination/harassment files;
- Logging and processing disciplinary actions;
- Setting up liability claims and monitoring the timely processing of such claims;
- Processing FMLA correspondence;
- Processing appropriation transfers for new equipment and staffing;
- Providing technical assistance for network and/or specialized personnel software.
- Prepare and distribute subpoenas.
- Research and interpret MOU, City and Departmental policies, rules and regulations.
- Planning and coordinating the City-wide bilingual testing program.

Positions assigned to the Fire Department may be responsible for:

- Planning and coordinating special events and projects;
- Creating and maintaining operating manuals;
- Monitoring and maintaining checking account for State-sponsored training reimbursement program.

Positions assigned to the Police Department may be responsible for:

- Scheduling ride-alongs;
- Performing criminal history checks;
- Processing public information requests;
- Processing risk claims;
- Assisting with the processing of internal affairs investigations and cases.

Positions assigned to Planning & Development may be responsible for:

- Coordinating the routing of entitlement packages;
- Coordinating the development and updating of division website information
- Maintaining project files and indexes
- Coordinating project clearances
- Auditing the issuance of permits
- Preparing and issuing Certificates of Occupancy
- Coordinating procedures between public and City staff

Positions assigned to Purchasing may be responsible for:

- Maintaining vendor information;
- Preparing invoices for payment;
- Maintains requirements contract listing log.

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POSITION SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:

Positions assigned to Fleet may be responsible for:

- Maintaining safety sensitive position employee listing;
- Monitoring employee certifications;
- Coordinating vehicle servicing and testing activities.

Positions assigned to Transportation may be responsible for:

- Assessing the effectiveness of maintenance and material management software;
- Assessing financial and fleet management reports;
- Assisting in the procurement of vehicles;
- Monitoring program compliance with applicable Federal, State, and Local reporting requirements.

Training and Experience (positions in this class typically require):

- Associate's Degree and three years of related experience is required;
- OR
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (positions in this class typically require):

Some positions, based on assignment, may require:

- Basic Class C License
- Successful completion of: polygraph test, psychological examination, medical examination, and an extensive background investigation (Not required upon successful completion of City of Fresno Helicopter In-Training program)
- One or more licenses or certifications related to the specific technical discipline may be required, preferred, or desired.

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Knowledge (position requirements at entry):

Knowledge of:

- Customer service policies, principles and practices;
- Budget administration principles and practices;
- General writing principles and report writing techniques;
- Office procedures, principles, practices and equipment;
- Recordkeeping principles and practices;
- Administrative support operations and procedures in assigned area of responsibility;
- Applicable Federal, State and Local laws, codes, ordinances, policies, procedures, rules and regulations;
- Proper grammar, punctuation and spelling;
- Filing principles and practices.

Skills (position requirements at entry):

Skill in:

- Using computers and applicable software applications
- Providing customer services
- Participating in directing division operations
- Prepare and proofread clear, concise, and comprehensive reports, records, and other written documents
- Exercising judgment and discretion
- Using proper English, grammar, punctuation, and spelling
- Compiling and analyzing data and information
- Recognizing problems, identifying alternative solutions, and making appropriate recommendations
- Monitoring and maintaining supply and material inventory
- Using and maintaining applicable tools, equipment, vehicles, and hardware and software related to job duties
- Preparing and performing mathematical calculations
- Analyzing a variety of statistical data and information and making recommendations based on findings
- Interpreting, applying and explaining applicable laws, codes, ordinances, policies, procedures, rules and regulations
- Prepare and proofread clear, concise, and comprehensive reports, records, and other written documents
- Organizing and maintaining accurate technical, complex, sensitive, and or confidential records and files
- Maintaining confidentiality
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business, organizations, elected and appointed officials, media, etc. sufficient to exchange or convey information, give/receive work direction

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Physical Requirements:

Positions in this class typically require: bending, kneeling, lifting, reaching, standing, stooping, walking, pulling and pushing.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Note:

The above job specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson & Associates (LM)

Date: 12/2007

Reviewed by the City of Fresno

Date: 5/2008